

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/02/2011

UNKNOWN

, 75415

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BEN FRANKLIN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the BEN FRANKLIN Post Office should be pursued, a formal proposal will be posted in the BEN FRANKLIN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9993

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BEN FRANKLIN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
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If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☒ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☐ Employment☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: William H. Taylor with Taylor

Address: 5645 FM 128 Ben Franklin

Telephone: 903-325-4342

Date: 2-8-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/02/2011

WILLIAM H. TAYLOR

5665 FM 128

BEN FRANKLIN, TX 75415

Dear Postal Service Customer:

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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
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Nonpostal Services

a. Picking up government forms (such as tax forms)	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
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If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

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If yes, please explain:

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☒ Shopping☒ Personal needs☒ Banking☐ Employment☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Zac Erwin

Address:

P.O. Box 525, Ben Franklin, TX 75415

Telephone:

903-325-4432

Date:

2/8/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/02/2011

ZAC ERWIN

PO BOX 525

BEN FRANKLIN, TX 75415

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BEN FRANKLIN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Coppell, TX, 75099-9993

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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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b. Using for school bus stop	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO

If yes, please explain:

d. Using public bulletin board	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

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If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☐ Personal needs☐ Banking☒ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Denise Miller

Address:

34 CR 3503

Telephone:

(903) 325-4487

Date:

2/13/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

If any way possible we need the Post Office in Ben Franklin Tx to remain open. It would in convene the people in community.



03/18/2011

DENISE MILLER

34 CR 3503

BEN FRANKLIN, TX 75415

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BEN FRANKLIN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

If it is determined that a discontinuance of the BEN FRANKLIN Post Office should be pursued, a formal proposal will be posted in the BEN FRANKLIN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9331

Postal Service Customer Questionnaire

Docket: 1354618

Page Nbr:

22-081

1. Please check the appropriate box to indicate whether you used the BEN FRANKLIN Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO
- If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



03/18/2011

UNKNOWN

, 75415

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the BEN FRANKLIN Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the BEN FRANKLIN Post Office should be pursued, a formal proposal will be posted in the BEN FRANKLIN Post Office(s) at a later date. If you have additional questions or comments, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

Kay Vaughan
Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9331

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the BEN FRANKLIN Post Office on 01/27/2011. Additionally, during the survey period, questionnaires were available at the BEN FRANKLIN Post Office to walk-in retail customers.

1.	Number of Questionnaires	
	Total Questionnaires distributed	99
	Favorable to proposal	2
	Unfavorable to proposal	20
	Expressing no opinion	17
	Total questionnaires received	39

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

No Concern

Response:

3. Concern (UnFavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages.

Response:

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

4. Concern (UnFavorable):

Customers expressed concern for loss of community identity

Response:

You expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

5. Concern (UnFavorable):

Customers felt inclement weather and poor road conditions might impede delivery

Response:

You expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

6. Concern (UnFavorable):

Customers inquired about mailbox installation and maintenance

Response:

You expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

Concern (UnFavorable):

7. Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:

You expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

8. Concern (UnFavorable):

Customers stated the town was incorporated and should have a postmaster

Response:

You stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

9. Concern (UnFavorable):

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

You expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

10. Concern (UnFavorable):

Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

11. Concern (UnFavorable):

Customers were concerned about growth in the community

Response:

You expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

12. Concern (UnFavorable):

Customers were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

13. Concern (UnFavorable):

Customers were concerned about loss of employment in the community

Response:

You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

14. Concern (UnFavorable):

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. Concern (UnFavorable):

You were concerned about having to travel to another post office for service

Response:

You expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed

Community Meeting Roster

Postal Service Representative (Names and Titles):

Kay Vaughan MPOO

Allison Rizan OPS/CSA

Date: 02/23/2011

Time: 3:00 pm

Total Number of Customers Present:

0

Chapel at the Garden of Memories located at
Place: 5298 FM 128

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Lloyd Vandergaaf			
Audrey Vandergaaf			
Linda Tenkink			
Bruce Shirley			
Emma Hankin			
Dr. T.O. Vandergaaf			
Kon Nifon - Christopher Nifon			
Beth Hill	P.O. Box 564		
Elliot Dutchover			
Kay Heath			
Zoe Erwin			
Ron Spurr			
Tracy Miller			
Bob Egert			
Pat Egert			
David Mims			
Bruce Shirley			
Julie Howell			

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Favorable):
Can we have a secured box on a county road?
Response:
Yes
2. Concern (UnFavorable):
Customer were concerned about losing their bulletin board.
Response:
The community bulletin board may have to be moved to another location.
3. Concern (UnFavorable):
What is the cost of an Postal employee working 2 hours?
Response:
We are unable to give this information out. (FOI act)
4. Concern (UnFavorable):
Could Pecan Gap or Roxton be closed next?
Response:
The Postal Service is looking at all offices.
5. Concern (UnFavorable):
If the community had supported the PostOffice more would that have made a difference.
Response:
It may have.
6. Concern (UnFavorable):
How much are the utilities for this building?
Response:
I am unable to give that information out. (FOI Act)
7. Concern (UnFavorable):
What is the purpose of a break away pole.
Response:
If it is struck by a vehicle the pole breaks away to avoid damage.
8. Concern (UnFavorable):
Customers questioned the economic savings of the proposed discontinuance
Response:
You questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.
Concern (UnFavorable):
9. Customers were upset in 1995 when the Post Office wanted to close the office. The community built the new office and it was their understanding it would not be closed.
Response:
Due to the finacial issues the Postal Service is having we are having to make difficult decisions.
10. Concern (UnFavorable):
If the Postmaster General took a pay cut it would help the Postal Service.
Response:
The Postmaster General is working to correct our financial issues. Postal employees are paid fairly in comparison to the private sector.
11. Concern (UnFavorable):
What is the closing process?
Response:
I will include all the information from this meeting and your questionnaires in a packet. The packet will be submitted to Headquarters for a decision. After a decision is made the public has 30 days to make an appeal.
12. Concern (UnFavorable):
Customers wanted to know why the customer lines were so long at the adminoffice Post Office
Response:
You expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster soan monitor window operations and ensure that customers do not have an unreasonable

wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.

13. Concern (UnFavorable):

Customers were concerned about a change of address

Response:

You expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

14. Concern (UnFavorable):

How could the Postal operate with a negative balance?

Response:

The Postal Service has been running on a negative balance for several years and is about to hit the maximum allowed.

15. Concern (UnFavorable):

Customers were concerned about senior citizens

Response:

You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

16. Concern (UnFavorable):

Customers expressed concern over the dependability of rural route service

Response:

You expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

17. Concern (UnFavorable):

This city has a Historical marker. Ben Franklin has a lot of history, has that been included in this study?

Response:

I had a picture of the Historical marker. If there is any other information please send it to me as soon as possible.

18. Concern (UnFavorable):

Customers were concerned about mail security

Response:

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

19. Concern (UnFavorable):

Customers are concerned about their boxes being knocked down.

Response:

This could happen. Report these issues to the Postmaster and local Sheriff's office.

20. Concern (UnFavorable):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response:

You expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

21. Concern (UnFavorable):

Is President Obama closing this Post Office.

Response:

No

22. Concern (UnFavorable):

Does the Postal Service want to make money or break even?

Response:

We would like to make money.

23. Concern (UnFavorable):

Customer concerned that they won't get delivery.

Response:

Every customer is entitled to one form of free delivery.

Nonpostal Concerns



01/28/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at Chapel at the Garden of Memories located at 5298 FM 128 on 02/23/2011 from 3:00 pm to 4:00 pm to answer questions and provide information about our service.

If you have any questions, you may contact Allison Rizan at (972) 393-6485.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

KAY VAUGHAN
Manager, Post Office Operations



A. Office

Name: BEN FRANKLIN State: TX Zip Code: 75415
Area: SOUTHWEST District: DALLAS PFC
Congressional District: Ralph Hall County: Delta
EAS Grade: 11 Finance Number: 480710
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Allison Rizan
Title: DALLAS PFC Post Office Review Coordinator
Tele No: (972) 393-6485

Date: 06/02/2011
Fax No: (972) 393-6336



April 25, 2011

The Honorable Herbert Brookshire
Delta County Judge
200 West Dallas Avenue
Cooper, TX 75432-1774

Dear Judge Brookshire:

This is in response to your recent correspondence to the Postmaster General on behalf of the Delta County Commissioners Court, regarding the Ben Franklin, Enloe and Lake Creek Post Offices.

Thank you for sharing the February 28 Delta County Commissioners' Resolution opposing the closing of the Ben Franklin, Enloe and Lake Creek Post Offices. I recognize your interest in ensuring that the citizens of Delta County continue to have convenient access to essential postal services. As you may be aware, the U.S. Postal Service is an exceptional government agency in that we are totally self-supporting—all of our income is derived from the sale of our products and services, and not operational subsidies from taxpayers. The ongoing effects of the economic slowdown and the rate at which mail is migrating from traditional postal hard copy services to electronic media continue to negatively impact mail volume and the related revenue. Mail volume declined by 6.2 billion pieces in 2010, after a 26 billion piece decline in 2009. Despite increases in productivity and \$11 billion in cost savings over the past three years, the Postal Service experienced net losses of \$8.5 billion, \$3.8 billion, and \$2.8 billion for the years ended 2010, 2009, and 2008, respectively.

In the face of such difficulties, the Postal Service is pursuing solutions and strategies to mitigate the impact. Efforts have focused on improving efficiencies and making sure the processing and delivery networks are as streamlined as possible through such activities as mail processing consolidations and carrier route adjustments. We are also moving to better align our facility network to match today's community activity and usage.

As you are aware, the Postal Service is reviewing postal operations at the Ben Franklin, Enloe and Lake Creek Post Offices. The reviews are ongoing and no final decisions have been made. You can be assured that postal officials are devoting careful attention and effort to the studies and customers will be notified in advance of any changes that may affect service in their area.

Page 2

Additionally, before a Post Office can be closed, our field managers must provide every opportunity for customers to voice their opinions and air their concerns. Questionnaires, meetings, and other methods are used to ensure that all issues are fully explored before any final decision is made, and all final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Thank you for writing.

Sincerely,

(signed)

William J. Weagley
Manager, Government Relations Response

DOCKET: 1354618

ITEM NBR: 28

PAGE NBR: 3

bcc:

DEPUTY POSTMASTER GENERAL
ROOM 10022

DISTRICT MANAGER
DALLAS DISTRICT
U S POSTAL SERVICE
951 WEST BETHEL ROAD
COPPELL TX 75099-9998

CONSUMER AFFAIRS MANAGER
DALLAS DISTRICT
U S POSTAL SERVICE
951 WEST BETHEL ROAD
COPPELL TX 75099-9631

557603-Key:POA-GR-03
MISCELLANEOUS
DUE 0324
LMW 0405
EVS 0425
Vita 4/25

RESOLUTION

TO: Ralph Hall, State Representative
John Cornyn, Senator
John Potter, Post Master General

RE: Resolution opposing Post Office Closings


WHEREAS, there are post offices, within Delta County, Texas, that are in danger of being permanently closed; and

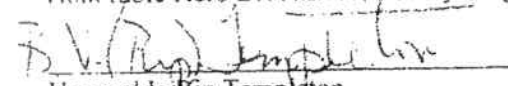
WHEREAS, Delta County, with regards to its citizens, recognizes a need for these post offices to remain open:

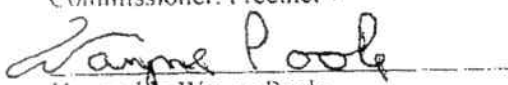
NOW, THEREFORE, BE IT RESOLVED that Delta County Commissioners Court opposes the closing of the post offices located in:

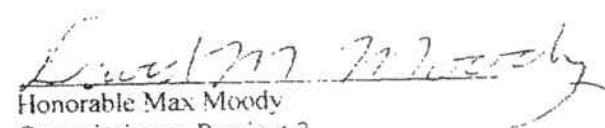
BEN FRANKLIN, 75415
ENLOE, 75441
LAKE CREEK, 75450

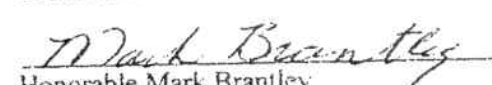
DONE IN OPEN COURT, this 28 day of FEB, 2011 upon motion by
Rip Templeton seconded by Max Moody
and 5 members of the Court being present and voting "aye".


Honorable Herb Brookshire, County Judge


Honorable Rip Templeton
Commissioner, Precinct 1


Honorable Wayne Poole
Commissioner, Precinct 3


Honorable Max Moody
Commissioner, Precinct 2


Honorable Mark Brantley
Commissioner, Precinct 4

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-____, Minimum, no COLA)

\$

Fringe benefits 33.5%

\$

Rental costs, excluding utilities

\$

Total annual costs

\$

Less estimated cost of replacement service

-

Total annual savings

\$

A one-time expense of \$_____ will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



03/18/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the BEN FRANKLIN Post Office
Docket No. 1354618

This is to advise you that on 03/30/2011, I will post for public comment a proposal to close the BEN FRANKLIN Post Office in Delta, Congressional District No. Ralph Hall.

If you have any questions, please call ALLISON RIZAN District Review Coordinator at (972) 393-6485.

VICTOR H BENAVIDES
District Manager
DALLAS PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
BEN FRANKLIN Proposal
Docket No. 1354618 - 75415

Please post the enclosed proposal to close the BEN FRANKLIN Post Office in the lobby. The proposal must be posted in a prominent place from 03/30/2011 through close of business on 05/31/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (972) 393-6485.

ALLISON RIZAN
Post Office Review Coordinator
DALLAS PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011

UNITED STATES POSTAL SERVICE

**INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE**

To the customers of the Ben Franklin Post Office:

The Postal Service is considering the close of the Ben Franklin Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Ben Franklin Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN
951 W BETHEL RD
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.



KAY VAUGHAN
951 W BETHEL RD
COPPELL, TX 75099-9331

Date of Posting: 03/30/2011

Posting Round Date:

Date of Removal: 05/31/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354618 - 75415

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Ben Franklin, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Roxton Post Office, located five miles away.

The postmaster position became vacant when the postmaster was promoted on February 13, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Unit is vacant and services 62 PO Boxes and does not meet the needs of over 2 hours earned.

The Ben Franklin Post Office, an EAS-11 level, provides service from 08:00 to 16:00 Monday - Friday, to on Saturday and lobby hours of 8:00 - 4:00 on Monday - Friday and on Saturday to 63 post office box or general delivery customers and 36 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$10,529 (27 revenue units) in FY 2008; \$7,163 (19 revenue units) in FY 2009; and \$6,355 (17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Chapel at the Garden of Memories located at 5298 FM 128 to answer questions and provide information to customers. 18 customer(s) attended the meeting.

On January 27, 2011, 99 questionnaires were distributed to delivery customers of the Ben Franklin Post Office. Questionnaires were also available over the counter for retail customers at the Ben Franklin Post Office. 39 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 2 favorable, 20 unfavorable, and 17 expressed no opinion.

One congressional inquiry was received on April 25, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Roxton Post Office, an EAS-13 level office. Window service hours at the Roxton Post Office are from 8:00 - 4:00, Monday through Friday, and on Saturday. There are 23 post office boxes available.

Retail service is also available at the Pecan Gap Post Office an EAS-11 level office, located five miles away. Window service hours at Pecan Gap Post Office are from 8:00 - 4:00, Monday through Friday and on Saturday. There are 73 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

Response: The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
2. **Concern:** Customers expressed concern for loss of community identity

Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery

Response: The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.
4. **Concern:** Customers inquired about mailbox installation and maintenance

Response:

The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

5. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities

Response:

The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

6. **Concern:**

Customers stated the town was incorporated and should have a postmaster

Response:

The customer stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.

7. **Concern:**

Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community

Response:

The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.

8. **Concern:**

Customers were concerned about a change of address

Response:

The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

9. **Concern:**

Customers were concerned about growth in the community

Response:

The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.

10. **Concern:**

Customers were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

11. **Concern:**

Customers were concerned about loss of employment in the community

Response:

The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

12. **Concern:**

Customers were concerned about mail security

Response:

The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

13. **Concern:**

You were concerned about having to travel to another post office for service

Response:

The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

14. **Concern:**

Can we have a secured box on a county road?

Response:

Yes

15. **Concern:**

Could Pecan Gap or Roxton be closed next?

Response:

The Postal Service is looking at all offices.

16. **Concern:**

Customer concerned that they won't get delivery.

Response:

Every customer is entitled to one form of free delivery.

17. **Concern:**

Customer were concerned about losing their bulletin board.

Response:

The community bulletin board may have to be moved to another location.

18. **Concern:**

Customers are concerned about their boxes being knocked down.

Response:

This could happen. Report these issues to the Postmaster and local Sheriff's office.

19. **Concern:**

Customers expressed concern over the dependability of rural route service

Response:

The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

20. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

21. **Concern:**

Customers wanted to know why the customer lines were so long at the adminoffice Post Office

- Response:** The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster so can monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
22. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
23. **Concern:** Customers were upset in 1995 when the Post Office wanted to close the office. The community built the new office and it was their understanding it would not be closed.
- Response:** Due to the financial issues the Postal Service is having we are having to make difficult decisions.
24. **Concern:** Does the Postal Service want to make money or break even?
- Response:** We would like to make money.
25. **Concern:** How could the Postal operate with a negative balance?
- Response:** The Postal Service has been running on a negative balance for several years and is about to hit the maximum allowed.
26. **Concern:** How much are the utilities for this building?
- Response:** I am unable to give that information out. (FOI Act)
27. **Concern:** If the community had supported the PostOffice more would that have made a difference.
- Response:** It may have.
28. **Concern:** If the Postmaster General took a pay cut it would help the Postal Service.
- Response:** The Postmaster General is working to correct our financial issues. Postal employees are paid fairly in comparison to the private sector.
29. **Concern:** Is President Obama closing this Post Office.
- Response:** No
30. **Concern:** This city has a Historical marker. Ben Franklin has a lot of history, has that been included in this study?
- Response:** I had a picture of the Historical marker. If there is any other information please send it to me as soon as possible.
31. **Concern:** What is the closing process?
- Response:** I will include all the information from this meeting and your questionnaires in a packet. The packet will be submitted to Headquarters for a decision. After a decision is made the public has 30 days to make an appeal.
32. **Concern:** What is the cost of an Postal employee working 2 hours?
- Response:** We are unable to give this information out. (FOI act)

33. **Concern:**

What is the purpose of a break away pole.

Response:

If it is struck by a vehicle the pole breaks away to avoid damage.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.
7. A decrease in your PO Box Fees may be a result of this proposal.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Ben Franklin is an unincorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta County Sheriff Office. Fire protection is provided by the Pecan Gap Volunteer Dept. The community is comprised of retirees-30%, self employed 10%, commuters 30%, farmers 30%, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Ben Franklin Supply Water Closet . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ben Franklin Post Office will be available at the Roxton Post Office. Government forms normally provided by the Post Office will also be available at the Roxton Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster was promoted on February 13, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,901 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 3,600</u>
Total Annual Costs	\$ 44,307
Less Annual Cost of Replacement Service	<u>- \$ 8,406</u>
Total Annual Savings	<u>\$ 35,901</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Ben Franklin, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Roxton Post Office, located five miles away.

The postmaster was promoted on February 13, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Ben Franklin Post Office provided delivery and retail service to 63 PO Box or general delivery customers and 36 delivery route customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$35,901 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ben Franklin Post Office , Pecan Gap Post Office and Roxton Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KAY VAUGHAN
Manager, Post Office Operations

03/30/2011
Date



05/11/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 05/31/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

ALLISON RIZAN
Post Office Review Coordinator
951 W BETHEL RD
COPPELL, TX 75099-9331

Docket 1354618-75415

Item Nbr: 36

Page: 1

Date of Posting: 03/30/2011

Date of Removal: 05/31/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

To the customers of the BEN FRANKLIN Post Office:

The Postal Service is considering the close of the BEN FRANKLIN Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 03/30/2011 through 05/31/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the BEN FRANKLIN PO. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

ALLISON RIZAN
951 W BETHEL RD
COPPELL, TX 75099-9331

For more information, you may call ALLISON RIZAN at (972) 393-6485 or write to the above address.

Thank you for your assistance.

Sincerely,

KAY VAUGHAN
KAY VAUGHAN
951 W BETHEL RD
COPPELL, TX 75099-9331

Docket 1354618-75415
Item Nbr: 36
Page: 2

P LASERJET FAX

9037852638

p. 1

Date of Posting: 03/30/2011

Posting Round Date:



Date of Removal: 05/31/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354618 - 75415

Date of Posting: 03/30/2011

Posting Round Date:



Date of Removal: 05/31/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354618 - 75415

Docket: 1354618 - 75415
Item Nbr: 37
Page Nbr: 1

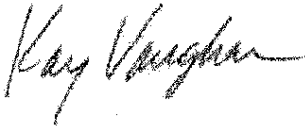
**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 05/11/2011

Postal Customers of the Ben franklin Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to consolidate the Ben franklin Post Office, which was posted 03/30/2011 through 05/31/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Ben franklin Post Office who disagrees will have the right to appeal that decision to the Postal Rate Commission in Washington, DC.

Sincerely,



KAY VAUGHAN
951 W BETHEL RD
COPPELL, TX 75099-9331



Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BEN FRANKLIN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Traveling to A different P.O. Box is harder cause
it's out of our reach

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

MARtha mims
Name of Postal Customer

Martha mims
Signature of Postal Customer

P.O. Box 494
Mailing Address

Benfranklin, TX. 75415
City, State, and ZIP Code

3-30-11
Date



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the BEN FRANKLIN Post Office for each of the following:

	Daily	Weekly	Monthly	Never
Postal Services				
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

- e. Other

☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your previous service?

☒ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Martha Mims

Address: P.O. Box 494

Telephone: (903) 325-4129

Date: 3-30-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/01/2011

MIMS, MARTHA

POB 494
BEN FRANKLIN, TX 75415

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the BEN FRANKLIN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughan".

Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9331

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the BEN FRANKLIN Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
I DON'T NO

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
DONIT HAVE ONE

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

<u>LARRY W PETTY</u>	<u><i>Larry W Petty</i></u>
Name of Postal Customer	Signature of Postal Customer
<u>PO BOX 566</u>	
Mailing Address	
<u>BEN FRANKLIN TX 75415</u>	<u>4-6-11</u>
City, State, and ZIP Code	Date



06/01/2011

LARRY PETTY
POST OFFICE BOX 566
BEN FRANKLIN, TX 75415

Dear Postal Service Customer:

Thank you for taking the time to submit your comments on the proposal to consolidate the BEN FRANKLIN. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize that with change there is always concern. However, we are confident that rural route service will continue to provide you with effective and regular service. If you have questions or further comments concerning this change in service, please feel free to contact Allison Rizan at (972) 393-6485.

Sincerely,

A handwritten signature in cursive script that reads "Kay Vaughn".

Manager, Post Office Operations
951 W Bethel Rd
Coppell, TX, 75099-9331

DOCKET: 1354618

ITEM NBR: 38

PAGE NBR: 7



March 31, 2011

Mr. Randy Freeman
Post Office Box 572
Ben Franklin, TX 75415-0572

Dear Mr. Freeman:

This letter is in response to your phone message you left this week concerning the study on the Ben Franklin Post Office. Thank you for your inquiries and allowing us to respond to you.

You have requested a meeting. Mr. Freeman, due to the strict timeline and required steps that are involved in this process, that request can't be granted. On March 30, 2011, we posted the Proposal to Close for 60 days. During those 60 days customers may submit additional information that will also be included in the official record. As I have responded at the community meeting, we provided multiple opportunities for input. Please use this opportunity to submit your suggestions and any other information that you have available to you. All inquiries will become part of the official record, which will be sent to U.S. Postal Service Headquarters in Washington for review.

Again I do thank you for your comments on this matter.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

Allison Rizan
Dallas District Discontinuance Coordinator

DOCKET: 1354618

ITEM NBR: 38

PAGE NBR: 8

MAR 29 2011

March 28, 2011

Kay Vaughan
Manager: Post Office Operations
951 West Bethel Road
Coppell, Texas 75099-9993

Good Morning Kay,

This is in regards to your letter dated January 28, 2011 about the need to modify service at the Ben Franklin Post Office zip 75415.

I agree with you that the volume is a problem and that appropriate action should be taken on your part.

Quite a few years ago, I worked with y'all to provide a building at this location. It is the first place mail was delivered from in this area. It is also the focal point of the community and has its own reunion each year from which people gather from across the states. In addition an assistant PO General lived here. I was pleased to have owned his property.

During the many discussions we had with the USPS, y'all noted that you did not like to get rid of locations.

If that is still the case, I think I can propose some ideas that will give you

- 1. A no cost site that is not manned.**
- 2. Retention of the Zip Code.**
- 3. Allow you to deliver the mail out of Roxton or Pecan Gap at your discretion.**

May I have a quick meeting for that purpose?

I will be in New York this week and have a clear schedule the first week in April.



Jon Alan Gammon
P.O. Box 557
Ben Franklin, Texas 75415-0557

903 325 4448

Jon@CampRusk.com



April 4, 2011

Mr. Jon Alan Gammon
Post Office Box 557
Ben Franklin, TX

Dear Mr. Gammon:

This letter is in response to your inquiry concerning the study on the Ben Franklin Post Office. As the Discontinuance Coordinator I want to thank you for your inquiry and allowing us to respond to you. Your inquiry will become part of the official record, which will be sent to U.S. Postal Service Headquarters in Washington for review.

You have requested a meeting. Mr. Gammon, due to the strict timeline and required steps that are involved in this process, that request can't be granted. On March 30, 2011, we posted the Proposal to Close. It will be posted for 60 days. During those 60 days customers may submit additional information that will also be included in the official record. As I have responded at the community meeting, we provided multiple opportunities for input. Please use this opportunity to submit your suggestions and any other information that you have available to you.

Again I do thank you for your comments on this matter.

Sincerely,

A handwritten signature in cursive script that reads "Allison Rizan".

Allison Rizan
District Discontinuance Coordinator



A. Office

Name: BEN FRANKLIN State: TX Zip Code: 75415
Area: SOUTHWEST District: DALLAS PFC
Congressional District: Ralph Hall County: Delta
EAS Grade: 11 Finance Number: 480710
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Allison Rizan
Title: DALLAS PFC Post Office Review Coordinator
Tele No: (972) 393-6485

Date: 06/02/2011
Fax No: (972) 393-6336

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	4
Favorable comments	0
Unfavorable comments	3
No opinion expressed	1
Total comments returned	4

Postal Concerns

The following postal concerns were expressed

1. Concern (No Opinion):
No Concern
Response:
2. Concern (Unfavorable):
You were concerned about having to travel to another post office for service

Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Nonpostal Concerns

The following nonpostal concerns were expressed



41. Revised proposal: Not appropriate

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 01/10/2011																								
2. Post Office Name BEN FRANKLIN		3. State and ZIP + 4 Code TX, 75415-9996																										
4. District, Customer Service DALLAS PFC	5. Area, Customer Service SOUTHWEST	6. County Delta	7. Congressional District Ralph Hall																									
8. Reason for Proposal to Discontinue Unit is vacant and services 62 PO Boxes and does not meet the needs of over 2 hours earned.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: was promoted Occupied 02/13/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F Sat Total Window Hours Per Week a. Lobby Time M-F 8:00 - 4:00 Sat closed 35.00																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 63 c. City Delivery 0 d. Rural Delivery 36 e. Highway Contract Route Box 0 f. Total 99 g. No. Receiving Duplicate Service 1 h. Average No. Daily Transactions 8.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>0</td><td>23</td></tr> <tr><td>b. Newspaper</td><td>0</td><td>2</td></tr> <tr><td>c. Parcel</td><td>0</td><td>0</td></tr> <tr><td>d. Other</td><td>0</td><td>1</td></tr> <tr><td>e. Total</td><td>0</td><td>26</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	0	23	b. Newspaper	0	2	c. Parcel	0	0	d. Other	0	1	e. Total	0	26	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	0	23																										
b. Newspaper	0	2																										
c. Parcel	0	0																										
d. Other	0	1																										
e. Total	0	26																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY		Receipts b. EAS Step 1 c. PM Fringe Benefits 2008 \$ 10,529 PM Basic Salary (33.5% of b.) 2009 \$ 7,163 (no Cola) \$10,215 2010 \$ 6,355 \$ 30492																										
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input type="checkbox"/> Leased (if Leased, Expiration Date) 12/31/2013 Annual Lease \$ 3600 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input checked="" type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: No suitable quarters.																												
17. Schools, Churches and Organization in Service Area: No: 0 Schools - Pecan Gap Churches - 3 Organization - Ben Franklin Supply Water Closet.		19. Administrative/Emanating Office (Proposed): Name ROXTON EAS Level 13 Miles Away 5.4 Window Service Hours: M-F 8:00 - 4:00 SAT Lobby Hours: M-F 24 hours SAT PO Boxes Available: 23																										
18. Businesses in Service Area: No: 0 Ben Franklin Supply Water Closet		20. Nearest Post Office (if different from above): Name PECAN GAP EAS Level 11 Miles Away 5.3 Window Service Hours: M-F 8:00 - 4:00 SAT Lobby Hours: M-F 24 hours SAT PO Boxes Available: 73																										
21. Prepared by																												
Printed Name and Title ALLISON RIZAN		Signature ALLISON RIZAN		Telephone No. AC () (972) 393-6485																								
PO Discontinuance Coordinator Name ALLISON RIZAN		Telephone No. AC () (972) 393-6485		Location COPPELL, TX.																								



06/01/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
BEN FRANKLIN
Docket Number 1354618 - 75415

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script, reading "Victor H. Benavides", written over a horizontal line.

VICTOR H BENAVIDES
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	BEN FRANKLIN, TX, 75415-9998
EAS Level:	11
District:	DALLAS PFC
County:	Delta
Congressional District:	Ralph Hall
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	was promoted
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	63
General Delivery:	0
Rural Route:	0
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	0
Intermediate HCR:	0
Total number of customers:	63

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
02/13/2010	Postmaster vacancy occurred. Reason: was promoted
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
12/03/2010	District manager authorization to study.
01/27/2011	Questionnaires sent to customers. Number sent: 99 Number Returned: 39
	Analysis: Favorable 2 Unfavorable 20 No Opinion 17
03/08/2011	Petition received. Number of signatures: 0
	Concerns expressed:
04/25/2011	Congressional inquiry received: Yes
	Concerns expressed:
	Customers do not want their Post Office to close.
03/24/2011	Proposal and checklist sent to district for review.
03/18/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
03/24/2011	Proposal and invitation for comments posted and round-dated.
	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 3 No Opinion 1 4
None	Premature PRC appeal received.
	Concerns expressed:
01/10/2011	Updated PS Form 4920 completed (if necessary).
06/01/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

ALLISON RIZAN	(972) 393-6485
Name/Title	Telephone Number
ALLISON RIZAN	(972) 393-6485
District Post Office Review Coordinator	Telephone Number



06/08/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Ben Franklin Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Allison Rizan, Post Office Review Coordinator, at (972) 393-6485 or Kay Vaughan Manager Post Office Operations.

VICTOR H BENAVIDES
DISTRICT MANAGER
951 W BETHEL RD
COPPELL, TX 75099-9331

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4G/P1354618.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, SOUTHWEST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the BEN FRANKLIN was received by 06/08/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

Date of Posting:

Posting Round Date:



Date of Removal:

Removal Round Date:

FINAL DETERMINATION TO CLOSE
THE BEN FRANKLIN, TX POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1354618 - 75415

Docket: 1354618 - 75415
 Item Nbr: 47
 Page Nbr: 2

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Ben Franklin, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Roxton Post Office, located five miles away.

The postmaster position became vacant when the postmaster was promoted on February 13, 2010. An employee from a neighboring office may have been installed as the temporary officer-in-charge (OIC). Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for closing or consolidation due to the following reasons: Unit is vacant and services 62 PO Boxes and does not meet the needs of over 2 hours earned.

The Ben Franklin Post Office, an EAS-11 level, provided service from 08:00 to 16:00 Monday - Friday, to on Saturday and lobby hours of 8:00 - 4:00 on Monday - Friday and on Saturday to 63 Post Office box customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged nine transaction(s) accounting for nine minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$10,529 (27 revenue units) in FY 2008; \$7,163 (19 revenue units) in FY 2009; and \$6,355 (17 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On February 23, 2011, representatives from the Postal Service were available at Chapel at the Garden of Memories located at 5298 FM 128 to answer questions and provide information to customers. 18 customer(s) attended the meeting.

On January 27, 2011, 99 questionnaires were distributed to delivery customers of the Ben Franklin Post Office. Questionnaires were also available over the counter for retail customers at the Ben Franklin Post Office. 39 questionnaires were returned. 2 responses were favorable, 20 unfavorable, and 17 expressed no opinion regarding the proposed alternate service.

One congressional inquiry was received on April 25, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Roxton Post Office, an EAS-13 level office. Window service hours at the Roxton Post Office are from 8:00 - 4:00, Monday through Friday, and on Saturday. There are 23 post office boxes available.

Retail service is also available at the Pecan Gap Post Office an EAS-11 level office, located five miles away. Window service hours at Pecan Gap Post Office are from 8:00 - 4:00, Monday through Friday and on Saturday. There are 73 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages
Response: The customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages. The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
2. **Concern:** Customers expressed concern for loss of community identity
Response: The customer expressed a concern about the loss of the Communities' identity. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the suspended Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers felt inclement weather and poor road conditions might impede delivery
Response: The customer expressed a concern about inclement weather and poor road conditions, that this might impede delivery. Both inclement weather and heavy mail volume can cause deviations from the normal delivery schedule. However, the carrier is required to provide a vehicle of adequate size, equipped with necessary equipment (chains or snow tires, warning lights or signs, etc.) to serve the route safely and efficiently and in accordance with federal, state, and local motor vehicle laws and regulations.

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4. **Concern:** Customers inquired about mailbox installation and maintenance
- Response:** The customer expressed a concern about mailbox installation and maintenance. Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
5. **Concern:** Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities
- Response:** The customer expressed a concern about the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately totalsavings. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.
6. **Concern:** Customers stated the town was incorporated and should have a postmaster
- Response:** The customer stated that the town was incorporated and should have a postmaster. The incorporated status of a town has no bearing on its requirements for postal services. A CPO will give a member of the community an opportunity to bid on the CPO and will provide the same level of service to the community.
7. **Concern:** Customers wanted the post office to stay the same. Customers said the CPO would be a disservice to the community
- Response:** The customer expressed a concern about the establishment of a Community Post Office (CPO). The CPO will be contracted to provide at least the same hours as the present post office. Depending on the location, the CPO may provide extended lobby hours. A CPO provides the same services as the suspended Post Office, except for permit mail acceptance.
8. **Concern:** Customers were concerned about a change of address
- Response:** The customer expressed a concern about a change in address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
9. **Concern:** Customers were concerned about growth in the community
- Response:** The customer expressed a concern about growth in the community. The growth of a community does not depend on the location of a post office. Based on information obtained by the Postal Service, it was determined that there has been minimal growth in the area in recent years. Carrier service will be able to accommodate future growth.
10. **Concern:** Customers were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

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11. **Concern:** Customers were concerned about loss of employment in the community
- Response:** The customer expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
12. **Concern:** Customers were concerned about mail security
- Response:** The customer expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
13. **Concern:** You were concerned about having to travel to another post office for service
- Response:** The customer expressed a concern about having to travel to another post office for service. Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.
14. **Concern:** Can we have a secured box on a county road?
- Response:** Yes
15. **Concern:** Could Pecan Gap or Roxton be closed next?
- Response:** The Postal Service is looking at all offices.
16. **Concern:** Customer concerned that they won't get delivery.
- Response:** Every customer is entitled to one form of free delivery.
17. **Concern:** Customer were concerned about losing their bulletin board.
- Response:** The community bulletin board may have to be moved to another location.
18. **Concern:** Customers are concerned about their boxes being knocked down.
- Response:** This could happen. Report these issues tot he Postmaster and local Sheriff's office.
19. **Concern:** Customers expressed concern over the dependability of rural route service
- Response:** The customer expressed a concern over the dependability of rural route service. Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
20. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** The customer questioned the economic savings of the proposed discontinuance. Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates an positive annual savings.

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21. **Concern:** Customers wanted to know why the customer lines were so long at the adminoffice Post Office
- Response:** The customer expressed a concern about the waiting time at the administrative Post Office. The administrative Post Office serves a much larger community and has a heavier retail window workload. This concern has been brought to the attention of the administrative postmaster scan monitor window operations and ensure that customers do not have an unreasonable wait to obtain services. The carrier can provide retail services, alleviating the need for customers to go to the post office for service.
22. **Concern:** Customers were concerned about senior citizens
- Response:** The customer expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
23. **Concern:** Customers were upset in 1995 when the Post Office wanted to close the office. The community built the new office and it was their understanding it would not be closed.
- Response:** Due to the finacial issues the Postal Service is having we are having to make difficult decisions.
24. **Concern:** Does the Postal Service want to make money or break even?
- Response:** We would like to make money.
25. **Concern:** How could the Postal operate with a negative balance?
- Response:** The Postal Service has been running on a negative balance for several years and is about to hit the maximum allowed.
26. **Concern:** How much are the utilities for this building?
- Response:** I am unable to give that information out. (FOI Act)
27. **Concern:** If the community had supported the PostOffice more would that have made a difference.
- Response:** It may have.
28. **Concern:** If the Postmaster General took a pay cut it would help the Postal Service.
- Response:** The Postmaster General is working to correct our financial issues. Postal employees are paid fairly in comparison to the private sector.
29. **Concern:** Is President Obama closing this Post Office.
- Response:** No
30. **Concern:** This city has a Historical marker. Ben Franklin has a lot of history, has that been included in this study?
- Response:** I had a picture of the Historical marker. If there is any other information please send it to me as soon as possible.
31. **Concern:** What is the closing process?
- Response:** I will include all the information from this meeting and your questionnaires in a packet. The packet will be submitted to Headquarters for a decision. After a decision is made the public has 30 days to make an appeal.
32. **Concern:** What is the cost of an Postal employee working 2 hours?

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Response:

We are unable to give this information out. (FOI act)

33. Concern:

What is the purpose of a break away pole.

Response:

If it is struck by a vehicle the pole breaks away to avoid damage.

Some advantages of the final determination are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.
7. A decrease in your PO Box Fees may be a result of this final determination.

Some disadvantages of the final determination are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

This final determination to close the Ben Franklin Post Office was posted with an invitation for comment at the Ben Franklin Post Office, Pecan Gap Post Office and Roxton Post Office from March 30, 2011 to May 31, 2011. The following additional concerns were received during the proposal posting period:

NONE

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

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II. EFFECT ON COMMUNITY

Ben Franklin is not an incorporated community located in Delta County. The community is administered politically by Delta County. Police protection is provided by the Delta County Sheriff Office. Fire protection is provided by the Pecan Gap Volunteer Dept. The community is comprised of retired people, farmers/ranchers, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Ben Franklin Supply Water Closet . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Ben Franklin Post Office will be available at the Roxton Post Office. Government forms normally provided by the Post Office will also be available at the Roxton Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

None

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

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III. EFFECT ON EMPLOYEES

The postmaster was promoted on February 13, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,901 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 30,492
Fringe Benefits @ 33.5%	\$ 10,215
Annual Lease Costs	<u>+ \$ 3,600</u>
Total Annual Costs	\$ 44,307
Less Annual Cost of Replacement Service	<u>- \$ 8,406</u>
Total Annual Savings	<u>\$ 35,901</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service has determined to close the Ben Franklin, TX Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Roxton Post Office, located five miles away.

The postmaster was promoted on February 13, 2010. If the office has a noncareer PMR, they may be separated from the Postal Service. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Ben Franklin Post Office provided delivery service to no customers and 63 PO Box customers. The daily retail window transactions averaged nine. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services will be available from the carrier, alleviating the need to travel to a Post Office for service. The Postal Service will save an estimated \$35,901 annually. A disadvantage to some may be in meeting the carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Ben Franklin Post Office, Pecan Gap Post Office and Roxton Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Ben Franklin Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Ben Franklin Post Office, Pecan Gap Post Office and Roxton Post Office during normal office hours.



Dean J Granholm
 Vice President of Delivery and Post Office Operations

06/30/2011
 Date